

	Portales Police Department Standard Operating Procedure & Policy	SOP #	125.01	
		Date Revised:		
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1700 N. Boston St. Portales NM, 88130	Internal Affairs	Effective Date		
(575) 356-4404		Approval:	Pat Gallegos, Chief of Police	

I. STATEMENT OF PURPOSE

Effective communication in the operation of the Department is a vital element of law enforcement and plays an important role in officer safety. All radio transmissions are recorded and improper radio usage is grounds for disciplinary action. It is imperative that all employees conduct themselves as professionals while utilizing the communications system. This order is intended to ensure that every step is conducted in an effective, proper and professional manner.

II. RADIO COMMUNICATION RESPONSIBILITY:

The Emergency Management Coordinator will be responsible for the daily communication function for the Portales Police Department.

A. The EOC will be responsible for:

1. Radio communication
2. Teletype and automated data communication
3. Alarm monitoring
4. 911 operation center
5. 24 hour service
6. Telephone Service

B. Record of Calls (TYLER)

1. Control number
2. Date and time of request
3. Name and address of complainant (if possible)
4. Type of incident reported
5. Location of incident reported
6. Identification of officer(s) assigned as primary
7. Time of dispatch
8. Time of officer arrival
9. Time of officer return to service
10. Disposition or status of reported incident
11. Obtain vehicle and suspect information

- C. Any radio operations conducted by members of the Department will be done in accordance with Federal Communications Commission (FCC) procedures and requirements.
- D. All members of the Department with a need have a unique number assigned for radio communications and will utilize this number when calling dispatch. Units should not continue transmission until acknowledged by the dispatcher.
- E. Each member of the Department shall notify communications personnel when their status changes (i.e., traffic stops, arrival at a scene, completion of assignment, etc.). When doing so, the Ten Code will be used and the information brief. If the need arises for extended information a telephone will be used or come to the office.
- F. When checking out at a business, always give a street address if possible.
- G. Officers investigating incidents who find that the location or nature of the call is different from that originally dispatched are to notify the dispatcher of the correct information.
- H. Officers should listen to make sure the frequency is clear before transmitting.
- I. Communications with outside agencies may be done by normal conversational English.
- J. The on-duty patrol supervisor will assign the number of officers to respond to an incident.
- K. On-duty supervisor will respond to any major incident for the purpose of assuming command.
- L. Officers shall not engage in debates or argue with the dispatcher concerning an assignment. Conflicts of this nature are routed to the employees' immediate supervisor who clarifies the issue to the best of their ability.
- M. Dispatchers represent the Department to all with whom they communicate. The increase in public safety monitoring by the general public has put all employees in a position of representing the Department to persons whom they may never meet or communicate with directly.
- N. The Communications Center is capable of communicating on an Inter-city channel and relaying information to local units and vice-versa.

III. TELECOMMUNICATIONS OFFICER RESPONSIBILITY

- A. The Telecommunication Officer is responsible for handling any requests for information, telephone calls, computer checks, etc. from members of Police

Services in a timely and effective manner. Requests from other Department members should be prioritized according to necessity and call load.

The Telecommunication Officer will also record an Officers change of status (ie, traffic stops, arrival at a scene, completion of assignment, out of service, etc.).

B. Communication personnel will have immediate access to the following:

1. Officer in charge
2. Duty roster of all personnel
3. Phone number of all department personnel
4. Visual maps detailing the service area, i.e. County and city
5. Officer status information, i.e. Vacation, sick, training etc.
6. Notification book for emergency contacts numbers
7. Tactical Dispatching Plans

C. Security for Communications Center

Both doors will be closed at all times. No unauthorized personnel will have access to the communications center at any time.

All CAD data is maintained within TYLER RMS indefinitely.

IV. EMERGENCY SITUATIONS

- A. Transmissions regarding emergency situations, pursuits, and serious crimes in progress shall be given priority over all other transmissions. Units not involved in the emergency situation shall stay off the radio until the situation has been resolved.
- B. Units not involved in the emergency situation will limit radio communications to emergency use only.

V. EMERGENCY MESSAGES

- A. Messages are accepted for delivery if it is determined that the caller has exhausted all reasonable means to contact the person.
- B. Emergency messages may include:
1. Death notification
 2. Serious illness or injury
 3. Other messages of an emergency nature
 4. Checking the personal welfare of citizens
 5. Messages from other law enforcement agencies or public agencies.
 6. Separated or overdue motorists

- C. Non-emergency messages are not accepted for delivery unless approved by the on-duty supervisor.
- D. Officers shall take all necessary steps to deliver emergency messages to the appropriate person. In the event personal contact is not made, the officer shall leave a note detailing the appropriate information for the person to be contacted.
 - The note contains:
 - 1. The officer's name
 - 2. The time and date of delivery
 - 3. PPD Call Number
 - 4. The person's name the message is for
 - 5. The phone number, name and address of the person to be contacted.
 - 6. A short message, if appropriate.
- E. The officer shall notify the Dispatcher of the actions taken to deliver the message.

VI. Recorded Telephone and Radio Transmissions

- A. Retention of audio records will be maintained for one (1) year.
- B. The audio records will be secured, handled and maintained by the Communications Supervisor.
- C. Access to secure recordings will be limited to law enforcement officers, District Attorney's Office and available only through the VRECC director or designee.

VII. Protecting Communication equipment

Communication equipment will be in a dust free environment with limited access. There will be a fire suppression system in place that is suitable for communication equipment.

VIII. Alternate Power Source

- A. Generator
 - 1. In the event of disruption of the primary power source, the generator will ensure continuous emergency communications.
 - 2. The generator will be the responsibility of Roosevelt County and will be maintained and tested to ensure operational readiness.
- B. Battery Backup
 - 1. The communication center will also have battery backup.